

Central Intake Coordinator

Central Intake

London, ON

Temporary Full-Time

About Cheshire

Cheshire Independent Living Services has been making independence possible for people living with significant disabilities and frail seniors since 1979. Cheshire is a non-profit, government-funded organization that has dedicated itself to ensuring members of our communities get the opportunity to live an active, independent, and dignified life. Cheshire's focus is on 'Person-Centered' support, empowering our consumers to tailor their care to their unique needs, interests, requests, feelings, and preferences.

Overview

Title: Central Intake Coordinator

Status: Temporary for up to 12 months starting ASAP

Hours of Work: Monday to Friday; 35 hours per week

Starting Rate of Pay: Starting pay rate \$25.46 per hour.

Intake Coordinators serve as the first point of contact for Community Support services for clients, caregivers and referral sources and assists them in understanding, accessing and navigating available services and supports. The Intake Coordinator schedules service delivery for Community Support Services; works collaboratively and maintains relationships with community support partner agencies.

Role Requirements

- Grade 12 required, post-secondary diploma in a related program relating to social services is an asset
- Knowledge of the London Middlesex Community Support Services providers is an asset
- Ability to provide high-quality customer service in a fast-paced environment with multiple priorities and competing deadlines
- Demonstrated problem solving, assessing situations, setting priorities and critical thinking skills
- Excellent interpersonal and communication skills; both written and oral
- Demonstrated proficiency using the Microsoft Office suite of programs, including Word, Excel, and PowerPoint
- Valid Driver's License, insurance and use of a vehicle
- Must possess (or able to acquire) a current Police Vulnerable Sector Check

Role Responsibilities

- Working as the first point of contact, the Intake Team will complete intake of client phone calls pertaining to service requests, requests for information, and concerns related to services received.
- Communicates with funders, clients and care teams and coordinates with program staff to process referrals, initiate services, implement service delivery changes, and address/ respond to phone inquiries from community, customers, clients, doctors, service providers and other agencies
- Receive and Coordinate all standardized documentation, data collection, triaging of calls.
- Determine eligibility for service and to inform service set up. Schedules service delivery for community support services.
- Completes the Preliminary Screener for the RAI to identify needs for further client assessment and communicates with Care Planners.
- Prepares and sends out client service agreements, consents and program information. Reporting as required.
- Works collaboratively and maintains positive relationships with partner agencies
- Accountable for being knowledgeable of all policies and procedures related to their employment and functions.
- Performs other tasks as assigned

Cheshire Homes of London is committed to providing a barrier-free environment for all stakeholders. As an agency, we advocate all requirements of the Accessibility for Ontarians with Disabilities Act (2005) as part of our organizational mission and core values. Upon request, accommodations can be made for this recruitment process.

Application deadline date: Friday March 21st, 2025

How to apply

Qualified applicants are asked to submit a resume and cover letter to the following:

Subject Line: **Temporary Full-Time Intake Coordinator**

Email to: apply@cheshirelondon.ca

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